



Dear Beneficiary,

Welcome to your TRICARE® Pharmacy Program.

As a new TRICARE beneficiary, you have several pharmacy options to choose from including military pharmacies, TRICARE Pharmacy Home Delivery, and TRICARE retail network and non-network pharmacies. When available, military pharmacies are your least expensive option.

For detailed information about your pharmacy benefit and to download a *TRICARE Pharmacy Program Handbook*, visit [www.tricare.mil/pharmacy](http://www.tricare.mil/pharmacy) or [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE). Copayment and cost information can be found on page 3 of this mailing.

Express Scripts, Inc. (Express Scripts) administers the TRICARE pharmacy benefit, which includes retail network pharmacies in the United States and the U.S. territories of Guam, Puerto Rico, and the U.S. Virgin Islands; TRICARE Pharmacy Home Delivery; and stateside specialty pharmacy services. Currently, there are no TRICARE retail network pharmacies in American Samoa or the Northern Mariana Islands.

TRICARE Pharmacy Home Delivery is your least expensive option when not using a military pharmacy for your maintenance medications, which are medications you use on a regular basis for chronic health conditions (e.g., *high cholesterol, high blood pressure*). You can receive up to a 90-day supply of maintenance medications delivered directly to your home. The Member Choice Center is available at **1-877-363-1433** to help you switch prescriptions to the convenient, cost-effective home delivery option. There are three ways to enroll:

- Online: Visit [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE) and select "Create Your Account" in the top left corner of the Web page. Once you have created your account, you can view your medications in the "Prescriptions" section of the home page. To transfer prescriptions you currently fill at a retail pharmacy to TRICARE Pharmacy Home Delivery, click "Transfer to Home Delivery." Express Scripts will then contact your provider for a new 90-day prescription with refills that you will receive in the mail. Express Scripts recommends having at least a 30-day supply of medication while your first order is processed.
- Mail: Fill out the enclosed mail-order registration form (*with postage-paid return envelope*). Mail the form and your 90-day prescription to the address listed on the form.
- Phone: Call **1-877-363-1433** and a patient care advocate will work with your health care provider to transfer your maintenance medications to home delivery. Please have your prescription bottle handy.

Express Scripts is proud to serve TRICARE beneficiaries and help the Department of Defense (DoD) provide a robust pharmacy benefit program.

Sincerely,

TRICARE Pharmacy Program Customer Service Team

# TRICARE Pharmacy Program

TRICARE offers several convenient ways to fill prescriptions

The TRICARE Pharmacy Program provides prescription drugs through military pharmacies, TRICARE Pharmacy Home Delivery, and TRICARE retail network and non-network pharmacies.

The TRICARE Pharmacy Program is available to all TRICARE-eligible beneficiaries registered in the Defense Enrollment Eligibility Reporting System (DEERS), except US Family Health Plan enrollees. Express Scripts administers the TRICARE pharmacy benefit, which includes retail network pharmacies, TRICARE Pharmacy Home Delivery, and stateside specialty pharmacy services.

## MILITARY PHARMACIES

Military pharmacies are usually located within military hospitals and clinics and are the least expensive option for filling prescriptions. At a military pharmacy, you may receive up to a 90-day supply of most medications at no cost. Most military pharmacies accept prescriptions written by both civilian and military providers, regardless of whether you are enrolled at the military hospital or clinic. For more information, visit [www.tricare.mil/militarypharmacy](http://www.tricare.mil/militarypharmacy).

## TRICARE PHARMACY HOME DELIVERY

TRICARE Pharmacy Home Delivery is your least expensive option when not using a military pharmacy. There is no cost for TRICARE Pharmacy Home Delivery for active duty service members. For all other beneficiaries, there is no cost to receive up to a 90-day supply of formulary generic medications. Copayments apply for brand-name and non-formulary medications (*up to a 90-day supply*). Home delivery is best suited for medications you take on a regular basis. Prescriptions are delivered to you with free standard shipping, and refills can be ordered easily online, by phone, or by mail. Home delivery also provides you with convenient notifications about your order status, refill reminders, and assistance with renewing expired prescriptions.

Prescriptions may be mailed to any address in the United States and U.S. territories (*American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands*). Outside the United States and U.S. territories, you can only use TRICARE Pharmacy Home Delivery if you have an APO/FPO address or are assigned to a U.S. Embassy or State Department. You must have a written prescription from a U.S.-licensed provider. Refrigerated medications cannot be shipped to APO/FPO addresses. Beneficiaries residing in Germany cannot use the home delivery option due to country-specific legal restrictions. If you live in Germany, you should fill prescriptions at military pharmacies or host nation pharmacies.

You can switch your current maintenance medications to TRICARE Pharmacy Home Delivery using the Member Choice Center. Visit [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE) or call **1-877-363-1433** for more information.

## TRICARE RETAIL NETWORK PHARMACIES

You may fill prescriptions at TRICARE retail network pharmacies (*one copayment for each 30-day supply*). You will need your written prescription along with your uniformed services identification card. This option allows you to fill your prescriptions at more than 56,000 retail network pharmacies in the United States and U.S. territories without having to submit a claim. Locate a retail network pharmacy at [www.tricare.mil/networkpharmacy](http://www.tricare.mil/networkpharmacy).

## NON-NETWORK PHARMACIES

At non-network pharmacies, you will pay the full price for your medication and file a claim. Reimbursements are subject to deductibles, out-of-network cost-shares, and TRICARE-required copayments. All deductibles must be met before any reimbursement can be made. See the table on the following page for pharmacy copayments.

**Note:** For information about filling prescriptions overseas, visit [www.tricare.mil/overseas-pharmacy](http://www.tricare.mil/overseas-pharmacy).

## Pharmacy Copayments

Type of Pharmacy	Formulary Drugs		Non-Formulary Drugs ( <i>Tier 3</i> ) <sup>1</sup>
	Generic ( <i>Tier 1</i> )	Brand Name ( <i>Tier 2</i> )	
<b>Military Pharmacy</b> (up to 90-day supply)	\$0	\$0	Not Applicable <sup>2</sup>
<b>Home Delivery</b> (up to 90-day supply)	\$0	\$13	\$43 <sup>3</sup>
<b>Retail Network Pharmacy</b> (up to 30-day supply)	\$5	\$17	\$44
<b>Non-Network Pharmacy</b> (up to 30-day supply)	TRICARE Prime options: 50% copayment applies after point-of-service (POS) deductible is met All other beneficiaries: \$17 or 20% of the total cost, whichever is greater, after annual deductible is met		TRICARE Prime options: 50% copayment applies after POS deductible is met All other beneficiaries: \$44 or 20% of the total cost, whichever is greater, after annual deductible is met

1. Approval is required for active duty service members (ADSMs). Non-formulary drugs may be obtained free of charge by ADSMs only if medical necessity is established. All other beneficiaries will pay the copayments listed above. Medical-necessity information should be submitted along with the prescriptions. The Department of Defense Pharmacy and Therapeutics Committee may set quantity limits on some medications. For more information, visit [www.tricare.mil/pharmacy](http://www.tricare.mil/pharmacy).
2. Non-formulary drugs are generally not available at military pharmacies.
3. The non-formulary copayment applies unless medical necessity is established.

## GENERIC DRUGS

Generic drugs are medications approved by the U.S. Food and Drug Administration and clinically equivalent to brand-name medications. It is DoD policy to use generic medications instead of brand-name medications whenever possible.

## FILING A PHARMACY CLAIM

You do not need to file pharmacy claims if you have prescriptions filled at military pharmacies, through TRICARE Pharmacy Home Delivery, or at a TRICARE retail network pharmacy. However, if you fill a prescription at a non-network pharmacy in the United States or U.S. territories, you must pay the full price of your prescription and file a claim with Express Scripts for reimbursement. For more information on filing claims, visit [www.tricare.mil/pharmacy/claims](http://www.tricare.mil/pharmacy/claims).

## OTHER HEALTH INSURANCE

TRICARE pays after your other health insurance (OHI) (*except for Medicaid, TRICARE supplements, the Indian Health Service, and others*). To minimize out-of-pocket costs, fill prescriptions at a TRICARE retail network pharmacy that your OHI also covers. If you have OHI prescription coverage, you cannot use TRICARE Pharmacy Home Delivery unless the medication is not covered by your OHI or you have met the OHI benefit cap. For more information, visit [www.tricare.mil/ohi](http://www.tricare.mil/ohi).

## ONLINE COORDINATION OF BENEFITS

TRICARE beneficiaries who have OHI can take advantage of online coordination of benefits (COB). Tell your pharmacist you have TRICARE coverage in addition to your OHI when you have your prescription filled at your retail network pharmacy. Your pharmacist will submit your prescription online to both plans at the same time. If you are using a mail-order program available through your OHI, online COB is **not** an option.

PHARMACY FORMULARY SEARCH TOOL

Some drugs require prior authorization from Express Scripts. Medications requiring prior authorization may include, but are not limited to, prescription drugs specified by the DoD Pharmacy and Therapeutics (P&T) Committee, brand-name medications with generic equivalents, medications with age limitations, and medications prescribed for quantities exceeding normal limits. Use the TRICARE Formulary Search Tool at [www.tricare.mil/pharmacyformulary](http://www.tricare.mil/pharmacyformulary) to learn more about specific medications, copayments, and common drug interactions, or to check for generic equivalents or determine if a drug is considered a non-formulary medication.

MEDICAL NECESSITY FOR NON-FORMULARY MEDICATIONS (AT FORMULARY COPAYMENTS)

Medical-necessity criteria are established by the DoD P&T Committee for each non-formulary medication. If the medical-necessity criteria are met, the beneficiary may receive the non-formulary medication through TRICARE Pharmacy Home Delivery at a lower copayment or at a retail network pharmacy. Your provider can establish medical necessity by completing and submitting the appropriate TRICARE pharmacy medical-necessity form for the non-formulary medication. The form is available online at [www.pec.ha.osd.mil/forms\\_criteria.php](http://www.pec.ha.osd.mil/forms_criteria.php) or by calling Express Scripts at 1-877-363-1303.

SPECIALTY MEDICATION CARE MANAGEMENT

The Specialty Medication Care Management program offers continuous health evaluation, ongoing monitoring, assessment of educational needs, and management of medication use. If you or your provider orders a specialty medication from TRICARE Pharmacy Home Delivery, you will receive additional information from Express Scripts about the Specialty Medication Care Management program and how to get started.

KEEP YOUR DEERS INFORMATION UP TO DATE

The TRICARE Pharmacy Program is available to all TRICARE-eligible beneficiaries registered in DEERS. It is essential that you keep information in DEERS up to date for you and your family members to ensure TRICARE eligibility including your pharmacy benefit.

CONNECT WITH TRICARE

You can manage your benefits at home or on the go via secure Web sites. On [www.tricare.mil](http://www.tricare.mil), the “I want to...” section allows you to see what’s covered, manage prescriptions, compare TRICARE options, and more. You can also sign up for e-mail alerts by visiting [www.tricare.mil/subscriptions](http://www.tricare.mil/subscriptions).

FOR INFORMATION AND ASSISTANCE

<p>TRICARE Pharmacy Program 1-877-363-1303 1-877-540-6261 (TDD/TTY) <a href="http://www.tricare.mil/pharmacy">www.tricare.mil/pharmacy</a> <a href="http://www.express-scripts.com/TRICARE">www.express-scripts.com/TRICARE</a> <b>Member Choice Center</b> (switch retail prescriptions to home delivery) 1-877-363-1433</p>	<p>TRICARE Pharmacy Program General Correspondence and TRICARE Pharmacy Home Delivery Express Scripts, Inc. P.O. Box 52150 Phoenix, AZ 85072</p>	<p>TRICARE Pharmacy Program Claims (United States and U.S. territories) Express Scripts, Inc. P.O. Box 52132 Phoenix, AZ 85082</p>
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This overview is **not** all-inclusive. For additional information, please visit [www.tricare.mil](http://www.tricare.mil).

An Important Note About TRICARE Program Information

At the time of publication, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended. **Military hospital and clinic guidelines and policies may be different than those outlined in this publication.** For the most recent information, contact your TRICARE regional contractor or local military hospital or clinic. The TRICARE program meets the minimum essential coverage requirement under the Affordable Care Act. TRICARE is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved.